

# APH In Touch ..: .: .: .:

**Newsletter by employees, for employees of the  
American Printing House for the Blind, Inc.**

**March / April 2002**

## **APH Intranet Provides Employees with Access to Vital Information**

**Nancy Lacewell**, Public Affairs

**M**any positive changes have taken place throughout APH during the past few years as a direct result of the Continuous Improvement program.

Most of the recommendations from employees on ways to improve their work environment have impacted only a small group of people. These include such positive changes as the establishment of a staging area for raw materials in the Braille Department, replacement of an inadequate glue machine in Large Type, tacking down a hazardous floor mat in Tape Duplication, and providing braille calendars with the APH work schedule to blind employees in the plant.

Some changes, however, are having an impact on all employees throughout the company. The recently launched APH Intranet is one of these major, positive changes.

Beginning in 2000, three separate Continuous Improvement teams came up with very similar recommendations on a way to improve in-house communication. The teams - Educational Research A team (facilitated by



**Tuck Tinsley (l) and Eugene Callahan**, APH museum benefactor, unveiled the museum's new traveling exhibit, "Hands-on Reading and Writing," in Largo, Florida, on February 7, 2002.

**Larry Skutchan**), Resource Services Public Affairs/ATIC team (then facilitated by **Christine Anderson**), and Administrative Support team (then facilitated by **Johnny Zinninger**) - each identified the need for a quick and efficient way for all APH employees to access updated APH information.

Approved in early 2001, a committee was established in the spring of that year to implement this recommendation by designing

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the APH Intranet. Key players on this Intranet team were **Maria Delgado** (Resource Services), **Mario Eiland** (Technical Research), **Ann Hill** and **Johnny Zinninger** (Production), **Daniela Brooks**, **Gerry Lanning**, **Kim Reeves**, and **Edwin Shelton** (Finance, CTS). The committee selected Sarcom as the company to develop the APH Intranet, and established four main criteria upon which the Intranet should be built. They determined that the system should be:


- Accessible for low vision users (speech accessible using *Windows Eyes*<sup>™</sup> and *Jaws*<sup>™</sup>),
- User friendly,
- Flexible enough to encompass both current and future APH needs, and
- Easy to maintain.

Phase 1 of the APH Intranet was launched on March 11, 2002. This phase includes in-house forms, an employee directory, and documents (such as employee benefits and policies and procedures). In this phase, forms can be downloaded to the user's computer, filled out, and emailed to the appropriate department. In Phase 2, more information will be added from departments throughout the company. Phase 3 will transform the Intranet into an interactive system in which forms can be completed and sent directly (without having been first downloaded). There is no specific time frame for implementation of Phases 2 and 3 of the Intranet.

Within the next few weeks, an APH Intranet content administrator will be assigned in each department. This employee will be responsible for conveying information on his/her department to be contained on the Intranet to the CTS Intranet Committee (**Gerald Lanning**, **Kim Reeves**, and **Litha**

**Sonner**). They will then pass the information on to **Bill Beavin** (Vice President of Finance) for final approval. Kim Reeves is the project manager for the APH Intranet (responsible for overseeing its development and working with Sarcom) and Litha Sonner is the Intranet webmaster (responsible for technical support).

There are 2 computers set up in the plant with APH Intranet access (outside the Human Resources and Educational Aids departments), and each plant employee who chooses to access the Intranet will be given a password. Training is being provided for those who want it.

Those APH employees who recommended establishment of an APH Intranet and those who have worked so hard to develop it hope that this communication network will help all employees feel more "connected" by giving them quick access to the information they need. Suggestions for ways to improve the APH Intranet are welcome and should be directed to either individual department content administrators or to Kim Reeves (ext. 273). 



It may not look like much now, but this area of the 4th floor renovation project will soon house

the *Hall of Fame; Leaders and Legends of the Blindness Field*. This gallery honoring distinguished leaders in our field is scheduled to open in the fall of this year. Fundraising efforts are now underway. If you or someone you know might be interested in contributing to this exciting project, please contact **Don Keefe** (Vice President of Development) at ext. 351.



# Featured Employee

**Butch Moore**



In Touch ... ..

**B**utch Moore worked at Michelin Tires for 7 years before coming to APH. When that job became too physically demanding, he signed up with a temporary employment agency. APH was his second job assignment, and he's been here ever since. He finds his work very rewarding and is pleased to be a part of the APH mission of helping people who are blind or visually impaired.

Butch was born in Shelbyville, KY, and moved to Louisville when he was 2. He attended Male High School. He is the father of 3 girls and 3 boys (ages 19-36), and the grandfather of 3 boys (ages 1, 4, and 5). Butch devotes his time away from work to his family and his church, St. Stephen's Baptist Church. He sings in the St. Stephen's choir and works with children in the youth program, taking them on camping trips in the summer, among many other activities. Butch is also an avid pool shooter, and enjoys watching TV news pro-

grams, like 60 Minutes.

Tape Duplication was the first department in which Butch worked at APH, and he then moved on to Shipping and Receiving.

He is now in the Production Department where he has worked as a braille press operator for about a year. **Jackie Oliver**, Butch's

supervisor, says, "Butch is an excellent employee. Any job I ask him to do he does well - he seems to be able to do everything! And he is always very cooperative. Butch is a pleasure to work with." ©



**Butch Moore** loves working at APH. March 22, 2002 marked his 3rd anniversary with the company. And he can't imagine working anyplace else.

## Prison Braille Program

In 2000, APH initiated a program teaching braille to inmates at the Kentucky Correctional Institution for Women in Pewee Valley (KCIW). There are currently 11 women in the program, all of whom have submitted their final braille manuscript to the Library of Congress for evaluation. Two of the women recently received notice of their literary certification, and the others are awaiting results. ©



Pictured left to right are **Bob Brasher**, **Gary Mudd**, and **Bob Hill**, *Courier Journal* writer, speaking to women in the braille program at KCIW.



Send us your news for the next issue!

**Malcolm Turner** (Advisory Services) is proud to announce the birth of his daughter, **Elanor Anne Turner**. Elanor was born on March 7 and weighed 8lbs. 6.6oz. *Congratulations on the new addition, Malcolm!*



*Welcome to APH new employees...* **John Aicken** and **Valerie Cox** (Educational Research), **Burt Boyer** (Educational and Advisory Services), **Jeff Decker** (Repairs), **Charles Hector** (Production), **Amy Jones** (Studio), **Pat Lavender** (Shipping and Receiving), **Eric Peden** (Operations Engineering), **Jen Mullikin** and **Gayle Pryor** (Large Type).



Congratulations to **Vicki Mowman** (Tape Duplication) on the birth of her first grandson (she has 2 granddaughters). **David Shanmel Fowler** was born on March 12, and weighed 7lb.12 oz.

**Terrie Terlau** (Educational Research) invites you to stop by and meet her new dog guide. Terrie says that **Wiggins**, a yellow lab, "has unusual coloring and great potential... the kind of dog I was looking for!" *Congratulations Terrie, and welcome to APH, Wiggins!*



Congratulations to the following on their recent promotions:

**Bob Brasher**, Vice President of Products and Services; **Will Evans**, Educational Products and Services Advisor; and **Scott Blome**, Director of Communications.

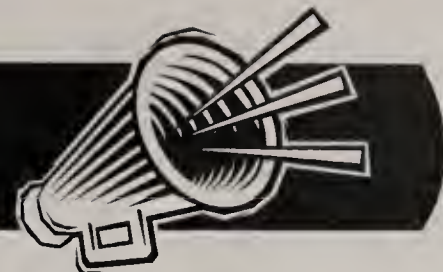


Congratulations to the following employees who guessed that Butch Moore is the featured employee in this issue of *In Touch*: **Ron Gadson** (Maintenance), **Diana Conley** (Large Type), **Jim Hill** (Security), and **Ann Hill** (Production).



If you haven't checked out the APH web site recently, you might want to. It has lots of new features, including a new section devoted entirely to the Talking Book Studio and a "flea market" of discounted APH products. *Check it out and pass the word!*





Kudos to **Tuck Tinsley** (President) on receiving the Distinguished Service Award from KAER at their annual conference in February. Tuck was recognized for his leadership at APH, his efforts to encourage positive change throughout the company, and his policy of maintaining an “open mind and an open door.” Many great changes have taken place at APH since Tuck arrived in 1989, due to his strong leadership and his willingness to listen and consider all suggestions and opinions. *Thank you, Tuck, from all of us, and congratulations on this distinguished award!*



*Welcome aboard **Carol Allman!*** Carol recently retired as administrator of special education in Florida, and has joined APH as lead consultant on “Test Central.” This project helps to ensure that blind and visually impaired students across the country receive testing materials that are properly edited in the appropriate media.

**Bob Phelps** (Technical Research) retired in February after working at APH for 39 years. Bob started work as an “all around fix-it guy,” and ended his career as manager of the technical research division of the Education Research Department. *Your contributions over the years are greatly appreciated, Bob, and your work changed many lives. We all miss you!*



### **Ex Officio Trustee Advisory Committees Evolve...**

In response to recommendations from both the Publications Advisory Committee and the Research and Development Advisory Committee of Ex Officio Trustees, the APH advisory committee structure has been changed. These two committees were combined into one, now called the Educational Products Advisory Committee, which will oversee publications, research, and product development.

A new committee was also formed, called the Educational Services Advisory Committee. This new committee will oversee services provided by APH through the Educational and Advisory Services Department and the Resource Services Department.

These new committees will hold their spring meetings at APH May 14-16. 





# Customer Comments

**Rosanne Broome**, Customer Relations

## **From a customer in New Jersey...**

"I cannot thank you enough for your kindness. When I called and asked for information about resources available for the visually impaired, you were so pleasant. You also took the time to send a wealth of information. I have learned a lot about visual impairment and hope that someday I can help others as you have helped me."

## **APH provides much more than our products and services...**

"A teacher called Customer Relations recently to ask about accessible dictionaries. She has a student who has no room for a large print dictionary and cannot afford a dictionary on tape. The APH representative told her about a free service available to anyone who has email. To get the definition of a word, send an email to: [wsmith@wordsmith.org](mailto:wsmith@wordsmith.org). On the subject line, write define, leave a space, and then write the word to be defined. Send no other message. Very quickly you will receive the definition(s) return email. To look up a word in a thesaurus, write synonym instead of define and the word for which you want a synonym.

The teacher called back later to say that the suggestion was a big hit! The student who wanted the dictionary is not only improving his vocabulary, he is now helping his friends who do not have email."

## **From the new Studio FanMail section of the APH website...**


- "I am writing on behalf of my fiance, Tim, who really enjoyed **Mr. Huntley's** narration of the *Brotherhood* series by W.E.B. Griffin. We had both listened to *Twilight Eyes* by Dean R. Koontz and thought he did a wonderful job with that as well. Keep up the good work, Mr. Huntley!"

*Diane, Reno NV.*

- "Well, I have two ultimate favorites and they are: **Madelyn Buzzard** and **Mitzi Friedlander**. When they read books they take you on an adventure!"

*Rob, Sun City, CA.*

## **Part of a letter from a customer in Israel...**

"Yesterday I received from you a copy of the APH Products Catalog 2002-2003. I was very pleased to receive it. I found it to be very esthetic, well organized and helpful. I found that the color coding of different product areas was very effective. I only hope to be able to find more money to order more of your products. We order our equipment through the Center for the Blind in Tel Aviv and just this week we received 3 of your Light Boxes and we have another one on order." 



## Continuous Improvement Corner

Arthur Vaughn, Human Resources

**C**ongratulations to Carrie Watkins (Large Type), for coming up with a great suggestion to improve the way books with a “third leaf” are produced.

Several braille books APH now produces related to graphing skills require the addition of a ring attached to the last page to hold a third leaf. This leaf is used to cover pages below the page being read by the blind reader so the information on these pages will not interfere with what is being read. It is an important component of these books, but the method that has been used requires considerable time and materials. Carrie recommended, through the Large Type Continuous Improvement Team, that



Carrie Watkins received a plaque from Arthur Vaughn to thank her for a time and money saving idea. The plaque reads, “Continuous Improvement Recognizes and Commends Carrie

Watkins for the Redesign of the Tangible Graphics Booklets.” It is signed by Arthur Vaughn and Tuck Tinsley.

the pages be scored (folded) rather than ring-attached.

Carrie’s simple but excellent idea has been approved, and the time and materials it takes to produce these books has been reduced significantly. Thanks for getting involved, Carrie, and for improving the way we do business at APH! ©

## Featured Employee in the next issue of



In Touch ...

### Who is this? Some helpful clues...

- She grew up on the edge of her grandfather’s farm in a neighborhood built by her father.
- She learned to water ski at age 6 and her family once camped the Pony Express Trail.
- She was featured in *Rolling Stone* magazine’s “That was then, this is now” trade ad campaign in 1989.
- She has been with APH for more than 6 months but less than 18 years.
- As a child, she wore her Dale Evans cowgirl outfit and rode her Shetland pony, Lady, every Sunday.



Who is this cute little girl with Randy and Cactus?



# Birthdays



## March

1 Gary Tipton  
 2 Paul Zurkhulen  
 3 Margaret Cosby  
 8 Beverly Jones  
 9 Katherine Donhoff  
 David Manteuffel  
 10 Terry Rogers  
 11 Angie Schulte  
 12 James Lyvers  
 Chris Parente  
 13 Joyce Frank  
 16 Terry Sales  
 17 Richard Hauenstein  
 19 Cheryl Logan  
 21 Carolyn Nutter  
 23 Melissa Stokes  
 Marsha Overstreet  
 24 Rhonnie Sowers  
 26 Marilyn Cundiff

28 Heather Fox  
 Luann Hall  
 30 Anne Harlan  
 31 Mitzi Friedlander

## April

1 Mary Smith  
 5 Willie Kinnion  
 Eric Peden  
 6 Anne Rich  
 7 Derek Schoen  
 Kristopher Scott  
 8 Brett Pike  
 10 Mary Cissell  
 12 Stacey Watson  
 14 Marci Nord  
 15 Constance Eaves  
 Alice Barnes  
 17 Nancy Glur  
 Lila Adkins  
 22 Layonya Conn  
 James Robinson

24 Carol Tvaroh  
 Scott Blome  
 27 David Conn  
 28 Cecelia Rosenbarger  
 Gerald Lanning  
 29 Kathy Lewis  
 Sara Neel  
 30 Deborah Hacker

## May

2 Johnny Zininger  
 4 Carrie Watkins  
 5 Denise Jones  
 Mario Eiland  
 Claudia Peyton  
 6 Debra O'Connell  
 Ann Hodapp  
 7 Alan Lovell  
 8 Christine Strange  
 Norma Huff  
 9 Ronald Pitney  
 Stephany Berry

10 Marlene Parker  
 11 Barbara Henderson  
 12 Elizabeth Martin  
 14 Jacqueline Bush  
 Cynthia Davis  
 17 Patricia McDermott  
 18 Ricky Jones  
 19 Joyce Garner  
 Vicki Judd  
 Carol Shanks  
 20 Frank Hayden  
 21 Monica Coffey  
 Theresa Close  
 23 Dwight Williams  
 25 Charles Hector  
 Rosanne Broome  
 26 Mary Wilson  
 Sandy Maerz  
 27 Janice Carroll  
 29 Becky Moody  
 30 Jane Lyons



### Production Staff

Gary Mudd and Nancy Lacewell (Public Affairs)  
 Scott Blome and Bridgett Johnson (Communications)



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